

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**TRANSIT AND PARKING SERVICES DIRECTOR
TRANSIT SERVICES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs responsible, complex, administrative and professional work directing the City's transit and parking programs. Employee reports to the Assistant City Manager, and serves at the pleasure of the City Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs technical, administrative, supervisory, and professional work in directing and coordinating the activities of the Transit and Parking Services Department to insure the orderly growth and efficient administration of City resources. Work involves the program development and implementation of a variety of transit and parking projects. Work requires the application of specialized knowledge and skills in the formulation of plans, funding strategies, and operations. Employee serves as a technical advisor to the City Council and City officials on matters relating to transit and parking services. Supervision is exercised over a staff of professional, technical and supporting personnel. Considerable tact and courtesy must be exercised in frequent contacts with City, state and federal officials, and private citizens. Work is performed with considerable independence with broad objectives established as guidelines. Work is performed under little or no direct supervision of the Assistant City Manager and is evaluated through periodic conferences and reports in terms of the overall results achieved.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Plans, organizes and directs all aspects of planning and executing transit routes, frequencies, stops, times, and operational policies.

Secures significant federal and state funding on an annual basis for the ongoing operation of the transit system.

Formulates the operational and capital budgets of the transit system.

Plans, organizes and directs all aspects of marketing of the transit system.

Hires consultants for planning and marketing.

Prepares bid documents every three to five years for the hiring of an operating/management company to handle various operational aspects of the transit system.

Prepares and presents reports to City Council on matters involving the transit system.

Works directly with the management company to resolve problems which occur in operations or public relations.

TRANSIT AND PARKING SERVICES DIRECTOR

Works directly with department directors and City Manager in formulating plans, funding strategies, and operations for transit and parking services.

Receives and reviews requests and complaints from customers.

Works directly with Asheville Transit Commission and the general public to resolve complaints and seek advice for operational policy and issues.

Negotiates in conjunction with the Purchasing Division for the purchase of goods and services for the transit and parking systems.

Implements transit and parking systems programs.

Interfaces with the North Carolina Department of Transportation and Federal Transit Administration, as well as other private and governmental interest groups.

Supervises Transit Operations Manager, Planner, Projects Manager, and Parking Services Manager.

Directs all operational aspects of public parking.

Directs the administration of all parking policies and procedures pursuant to City ordinances.

Manages the formulation of the operational and capital budgets of the transit system including, but not limited to, creating revenue equal to or greater than expenses.

Oversees the planning and organization of all aspects of marketing of the parking system.

Hires consultants for structural maintenance of parking decks.

Prepares and presents reports to City Council on matters involving the transit system.

Plans and recommends expansion of parking services.

Oversees the collection of all revenues associated with the collection of parking fines and fees.

Recommends fines and fees for parking services.

Manages long- and short-term maintenance of parking structures.

Oversees the administration of parking complaints and appeals.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the principles, practices, and objectives of transit and parking planning and administration.

Thorough knowledge of the economics, sociology, public administration, and quantitative methods and research techniques as related to transit and parking systems.

Considerable knowledge of the environmental, political and socioeconomic implications of the transit and parking planning process.

Considerable knowledge of the current literature, trends, and developments in the field of transit and parking systems.

Considerable knowledge of the principles of supervision, organization, and administration.

TRANSIT AND PARKING SERVICES DIRECTOR

Skill in the collection, analysis and presentation of technical data and planning recommendations.

Ability to establish and maintain effective working relationships with subordinates, public officials, community leaders, and professional groups.

Ability to plan, assign and direct the work of subordinates.

Ability to express ideas effectively orally and in writing.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in planning, engineering, transportation management or a related field and 5 to 10 years of related experience; a master's degree in planning or public administration preferred; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Revised 8/06/04
Pay Grade 26
Exempt